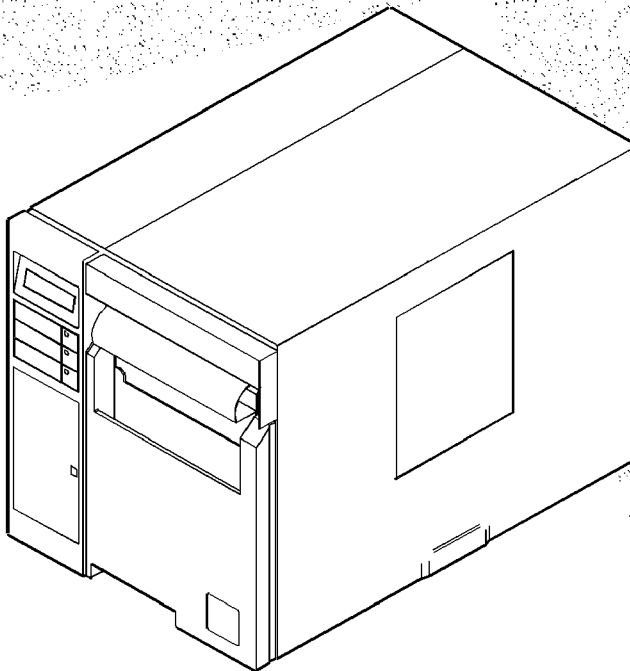


Operator's Handbook



Monarch®
9856™ Printer



Ship From:
Dayton, Ohio



Ship From:
Dayton, Ohio



Ship From:
Dayton, Ohio

Monarch®
PAXAR

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WARNING

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

CANADIAN D.O.C. WARNING

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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P.O. Box 608

Dayton, Ohio 45401

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GETTING STARTED

1

The Monarch® 9856™ printer lets you print text, graphics, and bar codes on thermal transfer (ribbon) and thermal direct labels. You can print on die cut, black mark, or continuous supplies. The printer has an adjustable label edge sensor and a 300 dots per inch (dpi) printhead.

This chapter includes information about

- ◆ connecting the power cable.
- ◆ establishing communications.
- ◆ using the control panel and main menu.

Keep the box and packaging material in case you need to
return the printer.

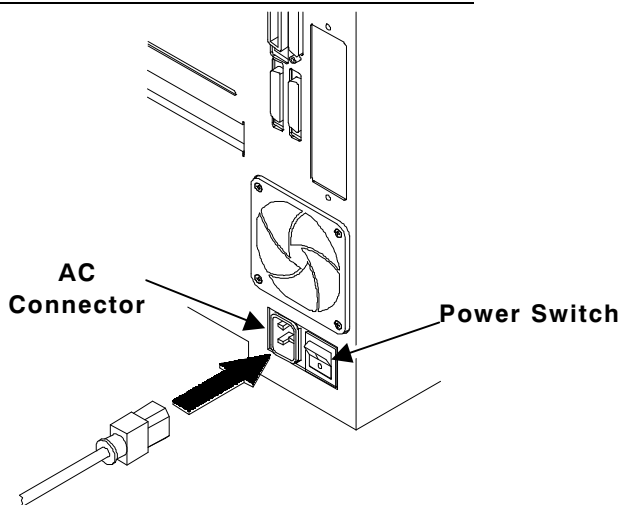
Audience

The *Operator's Handbook* is for the person who prints and applies labels.

Connecting the Power Cable

Connect the AC power cord to the back of the printer and then plug into the AC wall outlet. Make sure the printer is off before connecting the power cord.

There may be a delay when the printer is turned off and then quickly turned back on.



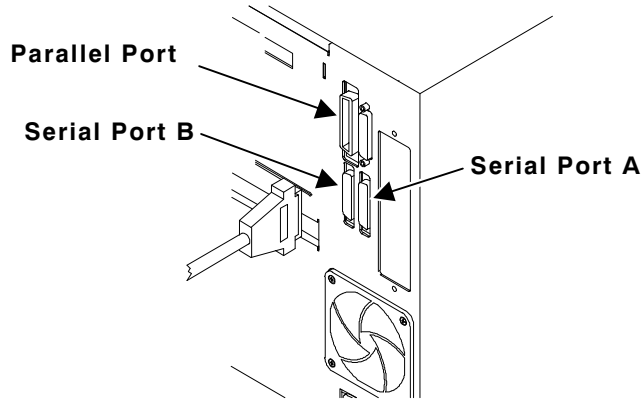
Establishing Communications

Before the printer can accept print jobs from the host, you must

- ◆ connect the communication cable to the printer and to the host.
- ◆ set the communication values on the printer to match those at the host (only required if you are using the serial port).

The factory defaults are

- ◆ 9600 Baud
- ◆ 8 bit parity
- ◆ 1 stop bit
- ◆ no parity
- ◆ DTR flow control.



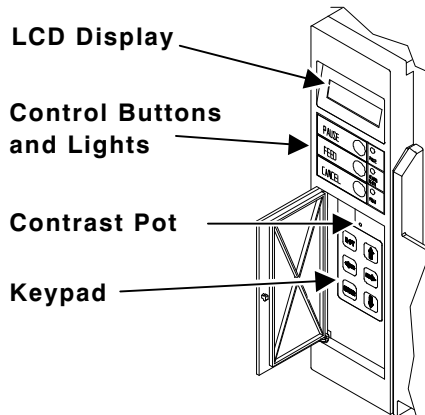
Connecting the Communication Cable

Make sure the printer is off before connecting the cable to the communication port.

Using the Control Panel

The printer has a control panel containing a two-row x 16 character LCD display, control buttons, lights, and a keypad with six buttons used to access and change the printer's configuration settings.

The three buttons and lights are used to control and indicate printer status.



Buttons and Lights

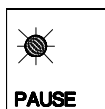


The printer shows a steady green light when it is on.



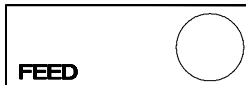
Pressing **PAUSE**

- ◆ pauses the current print job.
- ◆ displays “PAUSE MENU” on the display.
- ◆ stops the label counter (but maintains the count balance).



The PAUSE light is on when **PAUSE** is pressed.

The PAUSE light blinks when there is a data, communication, or data formatting error (errors below 700).



Pressing **FEED** feeds a blank label if there is no print job.



Pressing **CANCEL**







- ◆ clears an error.
- ◆ cancels the current job.



The RIBBON MEDIA light is on when

- ◆ the sensors do not detect labels or the presence of a ribbon.
- ◆ a supply fault (error over 700) occurs.

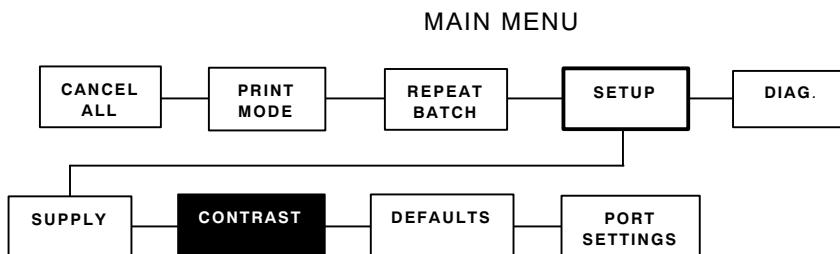
Using the Keypad

	Has no function.
 	Scrolls through the current menu selections. Increases and decreases values.
	Exits an options without saving changes.
	Has no function.
	Selects/sets a displayed function or value. Answers yes to an operator query. Clears supply errors (over 700).

Using the Main Menu

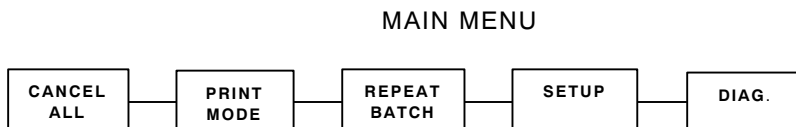
Many chapters in this manual have one or more charts showing the printer's menu structure. For example:

- ◆ Normal border boxes show the menu options.
- ◆ Heavy border boxes show the selections to get the functions.
- ◆ Black background boxes show the functions.
- ◆ The black boxes show where you are; the bordered boxes show how you got there.



Selecting a Function

The Main Menu has several functions (operating modes). These functions are shown in the chart below.



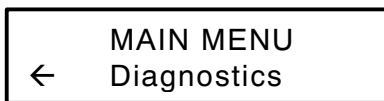
If the printer displays **PRINT MODE Ready** when you turn it on, press **⏏** to display the Main Menu.

To display menu options, press **⏏** or **⏏**.

- ◆ When the screen displays a right arrow, press **⏏** to display more options.



- ◆ When the screen displays a left arrow, press **⏏** to display more options.





- ◆ When the screen displays a left and a right arrow, press either **⏏** or **⏏** to display more options.




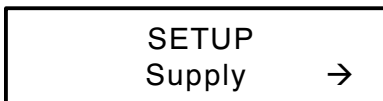
- ◆ When you see the menu option you want, press **Enter** to select it.

The Main Menu controls the printer's setup and operation. Through the Setup Menu, you can select a sub-menu for the supply, contrast, default, or port settings. Each of those sub-menus have several selections, such as ribbon, speed, monetary symbols, and baud rate.

1. From the Main Menu, press  or  until you see




2. Press . You will see





3. Press . You will see the following option:



Exiting an Option

To exit an option, press  once. You will exit to the next higher menu.

If you press  from a menu, your settings are not saved. Your settings are only saved when you press  from a menu.

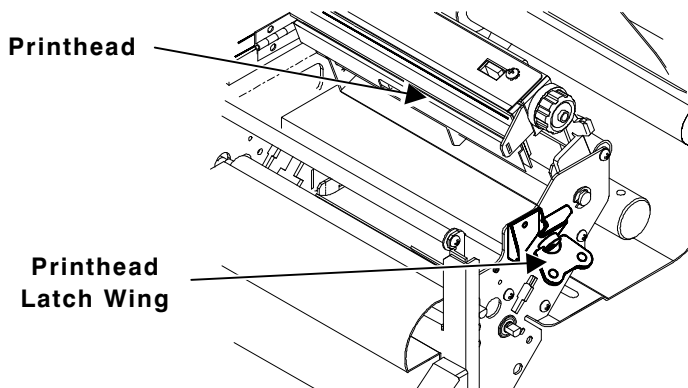
LOADING SUPPLIES

The printer accepts a wide range of supplies. You can use roll, fan-fold, or die cut continuous supply for thermal transfer or thermal direct. Using thermal direct supply with a ribbon produces unacceptable print quality.

Loading Non-Peel and Fan-Fold Supply

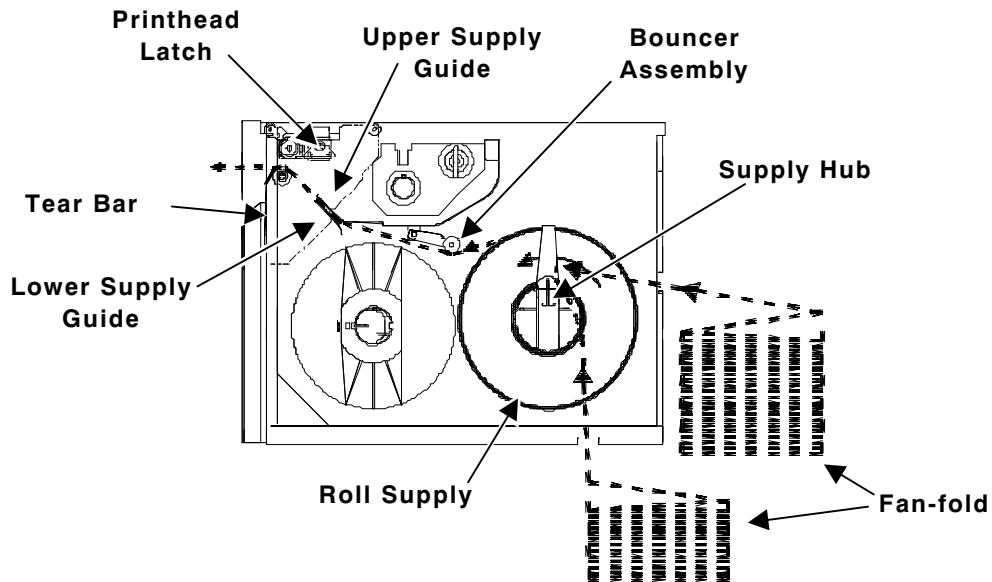
To load a roll of labels or fan-fold labels:

1. Open the side access cover.
2. Slide a roll of labels onto the supply hub assembly and position it against the inner guide. If using fan-fold supply, slide an empty supply core onto the supply hub assembly. Install the fan-fold supply from the rear or the bottom of the printer.



3. Lift and rotate the printhead latch wing counterclockwise one half turn to unlock the printhead. Release the latch and raise the printhead to an upright position

4. Thread the supply under the bouncer assembly and between the upper and lower supply guides. Feed the supply until it exits the printhead assembly through the front slot.
5. Lower the printhead and close the printhead latch. Rotate the printhead latch wing clockwise and snap it down to lock the printhead into position.



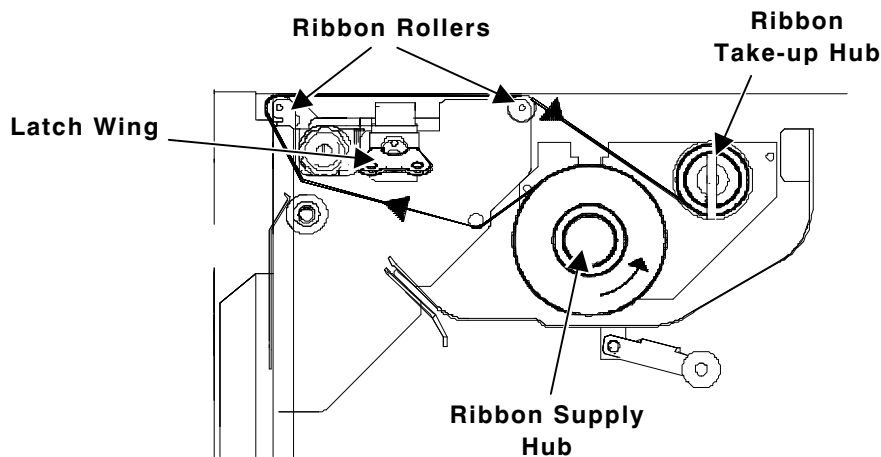
6. Close the side access cover.

You may need to feed several labels to align the supply correctly.

Loading a Ribbon

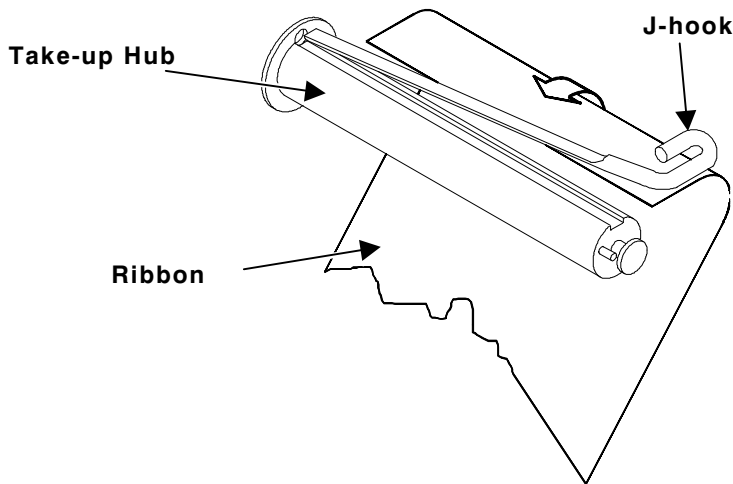
To load a new ribbon:

1. Open the side access cover.
2. Raise the printhead latch wing and rotate counterclockwise one-half turn to unlock the printhead. Raise the printhead to an upright position.
3. Slide the ribbon roll onto the hub, making sure the ribbon roll is up against the hub flange.



4. Feed the ribbon as shown.
5. Lower the printhead, but do not close the latch.
6. Rotate the J-hook counterclockwise to unlatch it while holding the ribbon take-up hub.

7. Pull the ribbon over the ribbon rollers. Wrap the free end of the ribbon around the ribbon take-up hub. Slide the J-hook into place. Hold the ribbon take-up hub and rotate the J-hook clockwise to latch it.



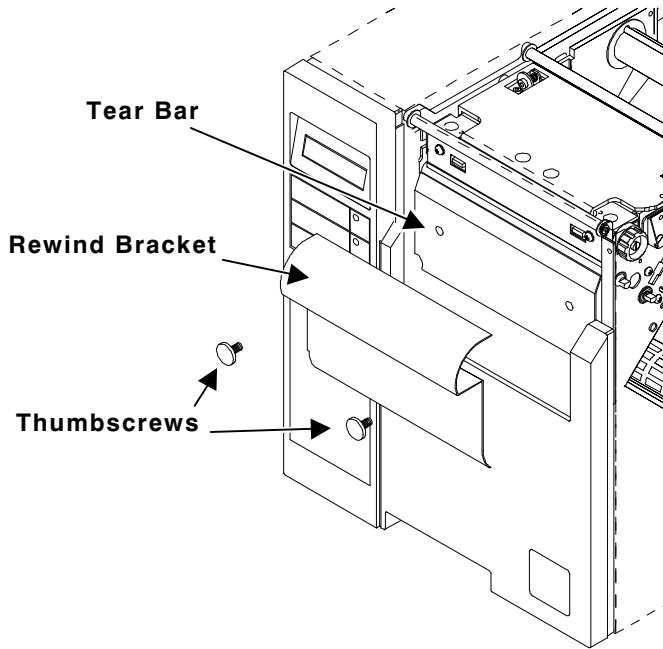
8. Rotate the hub until you remove all slack from the ribbon. Do not use the J-hook to rotate the hub.
9. Close the printhead latch, rotate the latch wing clockwise, and lower the latch wing.
10. Close the side access cover.

Removing a Ribbon

1. Cut the ribbon in between the ribbon rollers.
2. Rotate the ribbon supply hub clockwise to draw the unused portion of the ribbon back onto the supply hub.
3. Rotate the ribbon take-up hub counterclockwise to roll up the used portion of the ribbon, and slide the used ribbon off the hub.
4. Hold the ribbon take-up hub and rotate the J-hook counterclockwise to unlatch it. Slide off the used portion of the ribbon.

Tear Bar Installation

The tear bar is already fastened to the printer. To use the tear bar, remove the rewind bracket and replace the thumbscrews.



Using the Internal Rewind Option

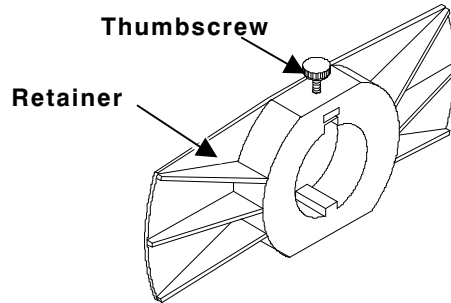
The internal rewind option must be purchased separately.

When large quantities of labels are printed as single batches or for later use, you may use the internal rewind hub to roll up the label supply automatically for convenient handling.

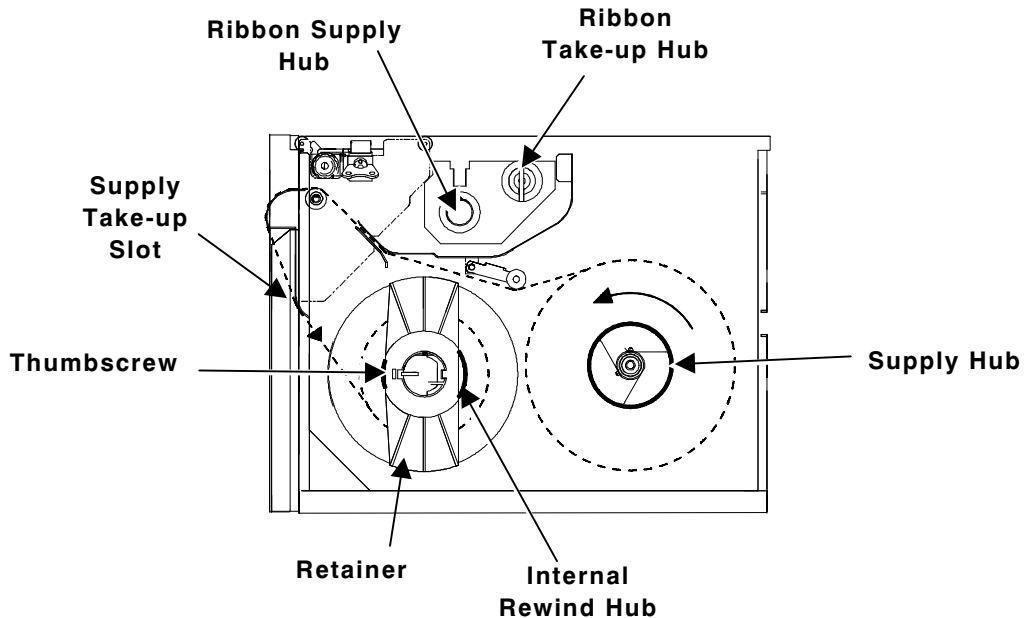
To use the Supply Rewind Hub:

1. Open the side access door.
2. Install a roll of labels, and pull the supply through the printer until approximately 18 inches is free in front of the unit.

3. Loosen the thumbscrew and remove the retainer from the rewind shaft.



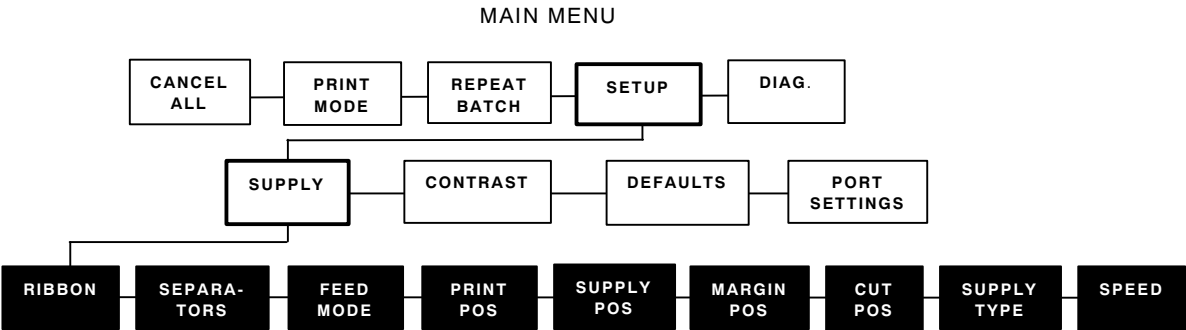
4. Insert the free end of the supply through the supply take-up slot in the front of the printer. Place the leading edge of the supply into the slot on the internal rewind hub.



5. Rotate the internal rewind hub counterclockwise to take up any slack. Then slide the retainer onto the internal rewind hub so it is just touching the supply.
6. Tighten the thumbscrew and close the side access cover.

SETTING SUPPLY OPTIONS

This chapter explains how to select a ribbon, separators, feed mode, print position, supply position, margin position, supply type, and speed.



You may need to set supply options when you change supplies. The options are listed in the table below.

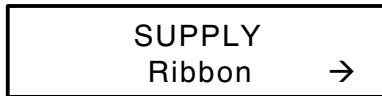
Option	Choices	Default
Ribbon	No/Yes/Hi Energy	No
Separators	Off/On/Long	Off
Feed Mode	Continuous/On-Demand	Continuous
Print Position	-99 to +99	0
Supply Position	-300 to +300	0
Margin Position	-99 to +99	0
Cut Position	-300 to +300	0
Supply Type	Die Cut/Black Mark/Continuous	Die Cut
Speed	2.0/6.0/8.0/Default	8.0 IPS

To exit an option without changing the setting, press **[^]**

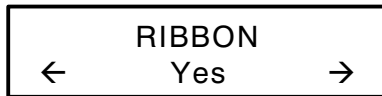
Ribbon

You have to tell the printer if your supplies require a ribbon. To change the setting, from the Main Menu, select Setup, then Supply. Then, follow these steps.

1. Press **[<]** or **[>]** until you see



2. Press **[Enter]** to set the ribbon option. You will see the current setting, for example:



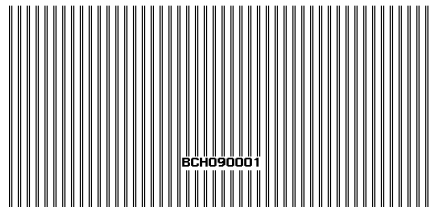
3. Press **[<]** or **[>]** to see the other options. After you display the option you want, press **[Enter]**. Press **[^]** twice to exit to the Main menu.

If you set the Ribbon option to **Yes**, install a ribbon before printing. Selecting high energy for ribbon does not affect the printer's operation.



Batch Separators

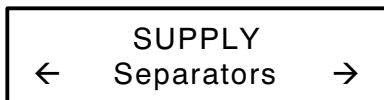
A batch separator is an extra label with a pinstripe pattern. It is printed between batches to make batches easier to find.


Changing this setting only affects new formats sent to the printer.







To change the setting, from the Main Menu, select Setup, then Supply. Then, follow these steps.

1. Press  or  until you see



2. Press  to set the batch separators option. You will see the current setting, for example:





3. Press  or  to see the other option. After you display the option you want, press . Press  twice to exit to the Main menu.


Feed Mode

You can use continuous or on-demand printing. On-demand printing allows you to remove a label before printing the next one.

To change the setting, from the Main Menu, select Setup, then Supply. Then, follow these steps.

1. Press  or  until you see



2. Press  to set the supply type option. You will see the current setting, for example:



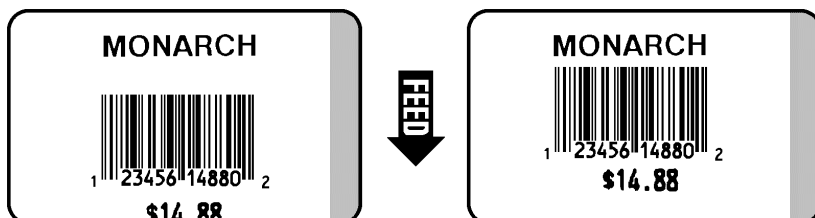
3. Press **<** or **>** to see the other option. After you display the option you want, press **Enter**. Press **^** twice to exit to the Main menu.

Print Position

This function adjusts where data prints vertically on the supply. Adjust the print if it is too close to the top or bottom of the supply, or overtypes the pre-printed area. One dot is 0.0033 inch.

- ◆ If the data is too close to the bottom, increase the number.
- ◆ If the data is too close to the top, decrease the number.

Changing this setting only affects new formats sent to the printer.

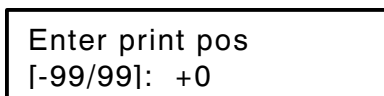








To change the setting, from the Main Menu, select Setup, then Supply. Then, follow these steps.

1. Press **<** or **>** until you see



2. Press **Enter**. You will see the current setting, for example:



3. Press  or  to change the print position. Pressing  decreases the value (moves the image down);  increases it (moves the image up).
4. Press  when the number you need appears. Press  twice to exit to the Main menu.

Supply Position

This function adjusts how much supply feeds out of the exit chute. You may need to adjust the supply in or out to allow



- ◆ labels to be removed.
- ◆ die cut labels to be removed easily.

The adjustments are in dots (0.0033 inch).

- ◆ Increase the number to feed more supply out of the chute.
- ◆ Decrease the number to feed less supply out of the chute.


This option takes effect on the next label printed. Changing supply position may also affect print position.

To change the setting, from the Main Menu, select Setup, then Supply. Then, follow these steps.

1. Press  or  until you see





SUPPLY

← Supply Pos →

2. Press . You will see the current setting, for example:

Enter supply pos

[-300/300]: +0

3. Press  or  to change the supply position. Pressing  decreases the value (feeds less supply);  increases it (feeds more supply).

4. Press **Enter** when the number you need appears. Press **^** twice to exit to the Main menu.

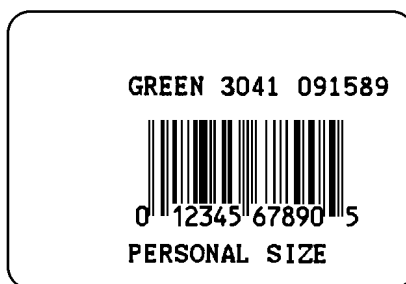
Margin Position

This function adjusts where the format prints horizontally on the supply. The adjustments are in dots (0.0033 inch), which is the smallest measurement the printer recognizes.

The width of the print area depends on your supply size. Maximum width is six inches. When you move the image to the right or left on the supply, avoid moving the image too close to either edge, because it may not print.



Print too far to the left.



Print too far to the right.

- ◆ If the data is too close to the left side, increase the number.
- ◆ If the data is too close to the right side, decrease the number.

Changing this setting only affects new formats sent to the printer.

To change the setting, from the Main Menu, select Setup, then Supply. Then, follow these steps.

1. Press **<** or **>** until you see



2. Press **Enter**. You will see the current setting, for example:

Enter margin pos
[-99/99]: +0

3. Press **<** or **>** to change the margin position. Pressing **<** decreases the value (moves the image toward the left side of the supply); **>** increases it (moves the image toward the right side of the supply).
4. Press **Enter** when the number you need appears. Press **Escape** twice to exit to the Main menu.

Cut Position

Changing these settings do not affect the printer's operation.

Supply Type

You can print on black mark, die cut, or continuous supplies. You have to tell the printer which supplies you are using.

To change the setting, from the Main Menu, select Setup, then Supply. Then, follow these steps.

1. Press **<** or **>** until you see

SUPPLY
← Supply Type →

2. Press **Enter** to set the supply type option. You will see the current setting, for example:



SUPPLY TYPE
← Black Mark →

3. Press **<** or **>** to see the other options. After you display the option you want, press **Enter**. Press **^** twice to exit to the Main menu.


Speed

You can change the print speed for bar codes or graphics. If you select "Default" for speed, formats with serial bar codes automatically print at 2.0 IPS.





To change the setting, from the Main Menu, select Setup, then Supply. Then, follow these steps.

1. Press  or  until you see

	SUPPLY	
←	Speed	

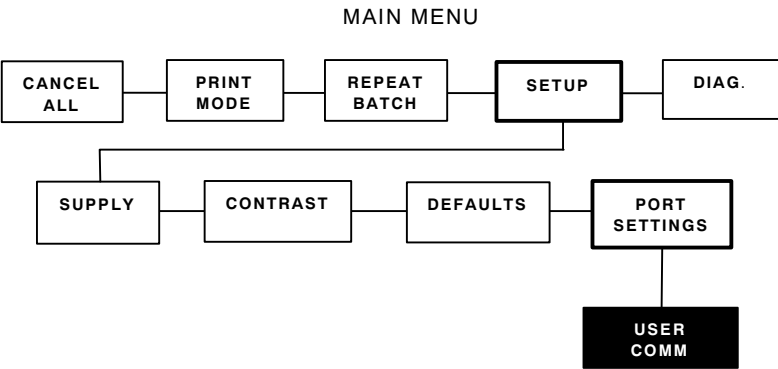
2. Press  to set the speed option. You will see the current setting, for example:

	SPEED	
←	6.0 IPS	→

3. Press  or  to see the other options. After you display the option you want, press . Press  twice to exit to the Main menu.

COMMUNICATION VALUES

This chapter tells you how to set the User Communication (User Comm) values. These values provide the link for normal online printing.



You need to set your User Comm values to match your computer's online communications. Before entering the communication values, see your System Administrator.

The communication values are listed in the table below.

Option	Choices	Default
Baud rate	1200/2400/4800/9600/19200/38400	9600
Word length	7/8	8
Stop bits	1/2	1
Parity	None/Odd/Even	None
Flow Control	None/Xon/Xoff/DTR/CTS	DTR
Reset	No/Yes	No

Baud Rate

To change the setting, from the Main Menu, select Setup, Port Settings, then User Comm. Then, follow these steps.

1. Press **Enter** to set the baud rate. You will see the current setting, for example:

BAUD RATE		
←	9600	→

2. Press **<** or **>** to display the baud rate you need, then press **Enter**. Press **^** three times to exit to the Main menu.

Word Length

To change the setting, from the Main Menu, select Setup, Port Settings, then User Comm. Then, follow these steps.

1. Press **<** or **>** until you see

USER COMM		
←	Word Length	→



2. Press **Enter**. You will see the current setting, for example:

WORD LENGTH		
←	8	

3. Press **<** or **>** to display the word length you need, then press **Enter**. Press **^** three times to exit to the Main menu.


Stop Bits

To change the setting, from the Main Menu, select Setup, Port Settings, then User Comm. Then, follow these steps.

1. Press  or  until you see





USER COMM

← Stopbits →

2. Press  . You will see the current setting, for example:


STOPBITS

1 →

3. Press  or  to display the number of stop bits you need, press  . Press  three times to exit to the Main menu.


Parity

To change the setting, from the Main Menu, select Setup, Port Settings, then User Comm. Then, follow these steps.

1. Press  or  until you see





USER COMM

← Parity →

2. Press  . You will see the current setting, for example:



PARITY

None →

3. Press  or  to display the parity you need, press  . Press  three times to exit to the Main menu.


Flow Control

To change the setting, from the Main Menu, select Setup, Port Settings, then User Comm. Then, follow these steps.

1. Press  or  until you see

USER COMM





← Flow Control →

2. Press . You will see the current setting, for example:

FLOW CONTROL


← DTR →

The XON character is 17; XOFF is 19. Set flow control to DTR for PC computers (unless you have XON/XOFF software).

3. Press  or  to display the flow control you need, press . Press  three times to exit to the Main menu.


Reset to Default Values

To change the setting, from the Main Menu, select Setup, Port Settings, then User Comm. Then, follow these steps.

1. Press  until you see





USER COMM

← Reset

2. Press . You will see

Are you sure?

No →

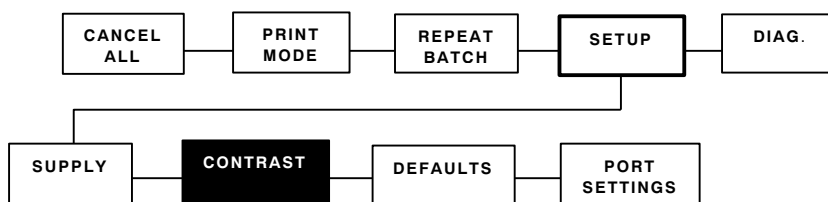
3. Press  or  to make your selection, press . Press  three times to exit to the Main Menu.

SETTING CONTRAST

5

This chapter explains how to set the contrast, which controls the darkness of the printing on your supply. The range is **-390** to **+156**, and the default is **0**.

MAIN MENU



Correct contrast setting is important because it affects how well your bar codes scan and how long your printhead lasts. You can use a verifier to check bar codes for contrast.

1. From the Main Menu, press or until you see

MAIN MENU

← Setup →

2. Press . Press or until you see

SETUP

← Contrast →

3. Press . You will see the current setting, for example:

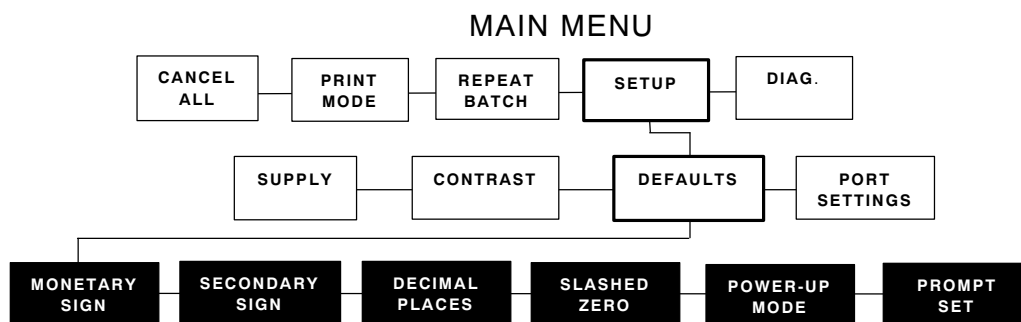
Enter contrast

[-390/156]: +0

4. Press or to change the contrast. Pressing lightens the print; darkens the print.
5. Press to select the displayed value. Press if you want to exit to the Main Menu.

SETTING DEFAULTS

This chapter explains how to select the monetary sign, secondary sign, decimal places, slashed zero, power-up mode, and prompt set.



You can set your printer configurations to fit your daily operation, using either the offline menus or the online configuration option. After an option is selected in the online configuration or offline Setup Menu, the option is saved when the printer is turned off.

The monetary formatting options are listed in the table below.

Option	Choices	Default
Monetary sign	None/USA/UK/Japan/Germany/ France/Spain/Italy/Sweden/ Finland/Austria/India/Russia/ Korea/Thailand/China	USA
Secondary Sign	No/Yes	No
Decimal Places	0/1/2/3	2
Slashed Zero	No/Yes	No
Power-up Mode	Online/Offline	Online
Prompt Set	English/French/German/Spanish	English

The monetary sign, secondary sign, and decimal places options are used in conjunction with option **42**.

The settings for Monetary Sign, Secondary Sign, Slashed Zero, and Decimal Places are applied when a format is downloaded. Changing the settings does **not** affect batches already in the printer.

Monetary Sign

You can also select **None** if you do not want a monetary sign to print in price fields. The monetary signs available for 15 countries are shown in the table below.

Country	Currency	Description
USA	\$	dollar
UK	£	pound
Japan	¥	yen
Germany	₤	deutsche mark
France	F	franc
Spain	P	peseta
Italy	L.	lira
Sweden	Kr	krona
Finland	₤	markka
Austria	₤	schilling
India	Rs	rupee
Russia	₤	ruble
Korea	₩	won
Thailand	฿	baht
China	¥	yuan

To change the setting, from the Main Menu, select Setup, then Defaults. Then, follow these steps. To exit an option without changing the setting, press **⏮**.

1. Press **Enter**. You will see the current setting, for example:

MONETARY SIGN		
←	USA	→

2. Press **⏮** or **⏭** until you see the country's monetary sign you want.
3. Press **Enter**. Press **⏮** twice to exit to the Main menu.

Secondary Sign

If you select USA as the monetary sign, you can print amounts less than \$1.00 either by using a dollar sign and decimal (\$0.30) or by using a cent sign (30¢).

If you set the secondary sign option to **No**, prices under \$1.00 will print like this: **\$.45**

If you set the secondary sign option to **Yes**, prices under \$1.00 will print like this: **45¢**

The same option applies to the appropriate secondary sign for monetary signs other than USA.

To change the setting, from the Main Menu, select Setup, then Defaults. Then, follow these steps.

1. Press **⏮** or **⏭** until you see

DEFAULTS		
←	Secondary Sign	→

2. Press . You will see the current setting, for example:

SECONDARY SIGN

No →

3. Press or until you see the option you want. Then press .
- Press twice to exit to the Main menu.

Decimal Places

You can set the printer for 0, 1, 2, or 3 places after the decimal in a price field. In U.S. currency, you might print prices like this: \$24.00 (**2** decimal places) or like this: \$24 (**0** decimal places).

1. Press or until you see

DEFAULTS

← Decimal Places →

2. Press . You will see the current setting, for example:

DECIMAL PLACES

← 2 →



3. Press or until you see the option you want. Then press .
- Press twice to exit to the Main menu.

Slashed Zero


The slashed zero feature lets you select how you want the zero character printed; either without a slash, 0 or, with a slash, Ø.

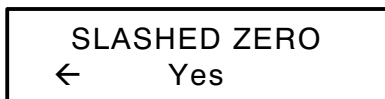
Standard or reduced fonts print the slashed zero character (Ø). Bold and OCR fonts print the standard zero (0) only. The slashed zero selection will **not** be in effect until the format is sent to the printer again. If you change the way zero is printed, you must resend your formats.





To change the setting, from the Main Menu, select Setup, then Defaults. Then, follow these steps.

1. Press  or  until you see



2. Press . You will see the current setting, for example:





3. Press  or  until you see the option you want. Then press . Press  twice to exit to the Main menu.


Power-Up Mode

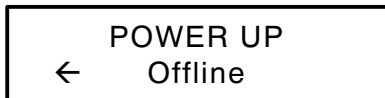
Power-up mode lets you decide how your printer starts each time you turn it on. If you want the printer to be ready to start printing when it is turned on, use the Online power-up mode. If you want the operator to perform some other task first, use the Offline power-up mode.





To change the setting, from the Main Menu, select Setup, then Defaults. Then, follow these steps.

1. Press  or  until you see



2. Press . You will see the current setting, for example:



3. Press  or  until you see the option you want. Then press .
Press  twice to exit to the Main menu.


Prompt Set

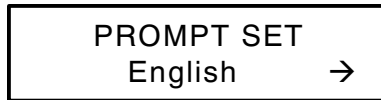
Prompt set determines which language displays on the printer's menu. You can select English, French, German, or Spanish.





To change the setting, from the Main Menu, select Setup, then Defaults. Then, follow these steps.

1. Press  until you see



2. Press . You will see the current setting, for example:



3. Press  or  until you see the option you want. Then press .
Press  twice to exit to the Main menu.
4. This option only affects the displayed prompts. It does not change what is printed by the printer.

CARE AND MAINTENANCE

7

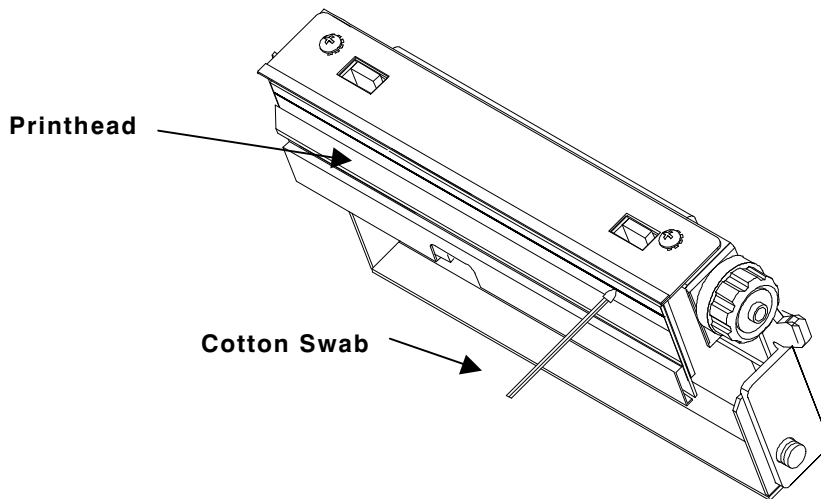
This chapter tells you how to clean and adjust your printer.

WARNING

Turn **OFF** the printer and unplug the unit from the outlet
before cleaning or adjusting the printer.

Cleaning the Printhead

Regular cleaning of the printhead maintains print quality. Use a cotton swab moistened with isopropyl alcohol to clean the printhead.



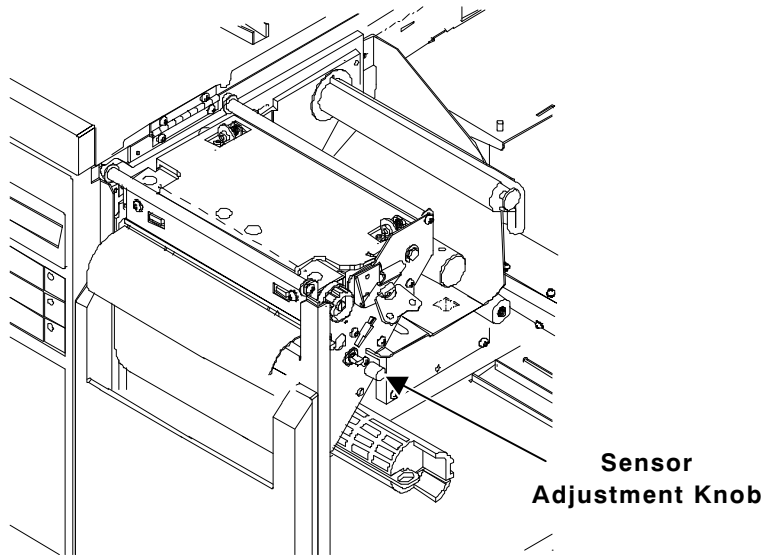
Adjusting the Supply Sensor

To detect the label edge and/or black mark for all supply sizes, the supply sensor is adjustable across half of the supply path. Adjust the position of the supply sensor when changing from a wider to a narrower supply size. This keeps the supply sensor positioned to detect the label edge.

Rotating the adjustment knob clockwise sets the sensor for wider supply. In general, if you keep the knob in the full counterclockwise position, it correctly senses supply. However, if you have a problem sensing Top Of Form, try rotating this knob clockwise one-half turn at a time until the error is eliminated.

CAUTION

Do not force or over-tighten this adjustment knob.



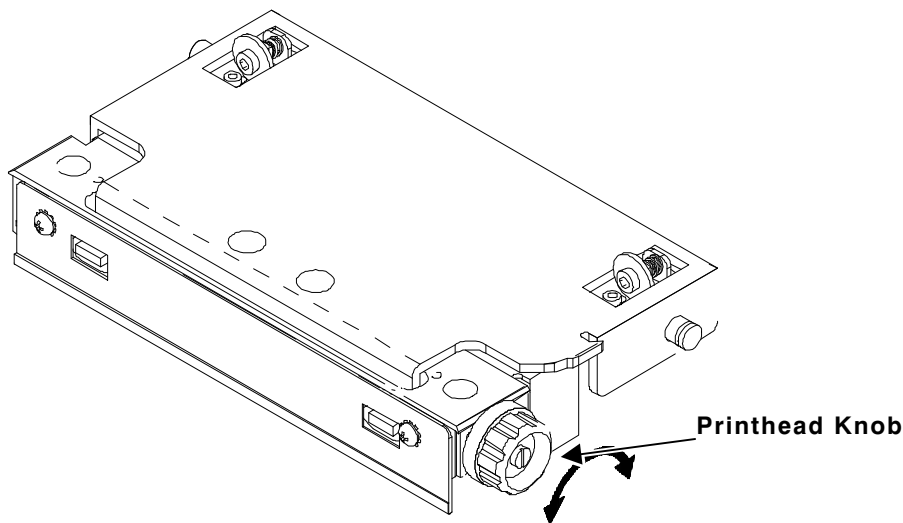
Adjusting the Supply Width

The printer uses a variety of supply widths and thicknesses. The printer is factory set using a standard full-width supply. The printhead has a leveling knob adjustment to ensure even print quality. The knob raises and lowers the right side of the printhead to keep the printhead level across the supply. When out of alignment, print along one side of the label is missing. The print drops off suddenly, rather than gradually fading out.

If you are experiencing ribbon wrinkling problems, make sure the printhead knob is properly adjusted.

The knob is numbered for convenience and does not relate to specific supply sizes. Turn the knob one click at a time until the desired print quality is achieved.

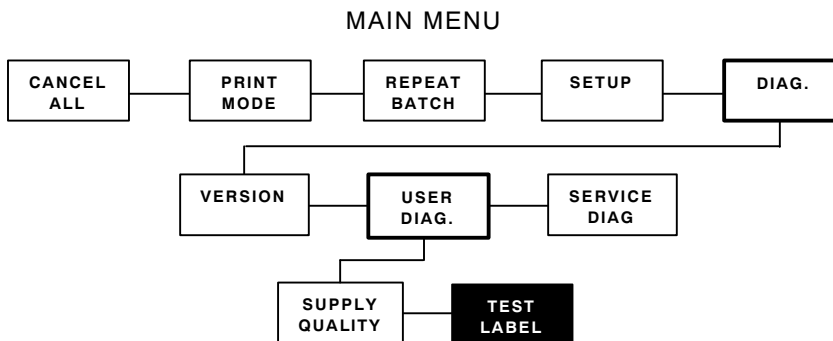
The printhead must be open in order for you to turn the printhead knob.



DIAGNOSTICS

8

This chapter explains how to perform simple diagnostic functions such as checking the software version and printing test labels. This information is needed if you have to call Technical Support.



The supply quality option is not available.

Factory Set Password

You need a password to access diagnostic functions. The permanent factory-set password is: .

Checking the Software Version

1. From the Diagnostics menu, press or until you see



DIAGNOSTICS
Version →

2. Press . You will see



Model M9856
Version 1.0

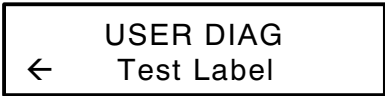
Line one lists the printer model number (M9856). Line two is the version of software in the printer.


Printing Test Labels

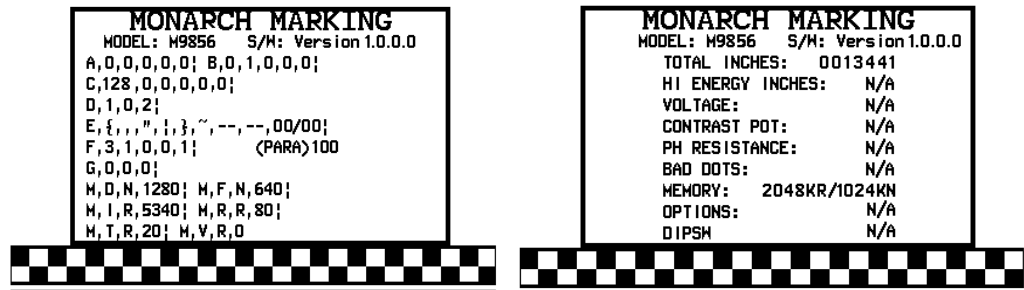
1. From the Diagnostics menu, press  or  until you see



2. Press  and  until you see



3. Press . The following test labels print.



The test labels display the printer model number, software version number, number of inches printed to date, user COM port settings, and a test pattern.

Service Diagnostics

The Service Diagnostics menu can only be accessed by a Monarch Representative, because it requires a separate password. If you have any problems, print a test label and call Technical Support.

TROUBLESHOOTING

9

This chapter lists possible problems and solutions. After you take the corrective action, press **FEED** or **CANCEL** to clear the error. Contact Technical Support for problems not covered in this chapter.

Problem	Description/Action
Poor Print Quality	Clean printhead. Adjust printhead temperature. Check with your System Administrator. Use the correct ribbon/paper combination.
Skips Every Other Label (print quality good, but skips every other label)	Label formatted too close to top edge of form. Leave approximately 0.02" (.5mm) of white space (equal to 8 dot rows) at top of label. Format defined larger than label size.
Unable to Print Rotated Characters	Characters formatted outside label dimensions. Be sure row/column values provide room for character height or bar code printed.
Printer Fails to Turn On	Blown fuse, faulty AC cord, bad printer power switch, or faulty AC wall outlet.
Printer Does Not Print (advances several labels when FEED is pressed)	Labels loaded incorrectly. See Chapter 2. Supply sensor is possibly out of adjustment, defective, or is defective.
Erratic Printing (prints strange characters instead of label format)	Printer set for 8 data bits but transmitting device set for 7 data bits (or vice versa). Check data bits setting from the control panel.
Ribbon Does Not Advance (printer advances paper, but ribbon does not advance)	Ribbon installed incorrectly. Make sure inked side of ribbon faces paper. Use correct ribbon type.
No Display (power light on but nothing in display)	Faulty display.

Common Errors

This section lists the most common errors you may see. Call Technical Support if you receive any error not listed here.

Error	Description/Action
025	String length is outside the range 0 to 2710 .
101	The format referenced by batch is not in memory.
409	The printer memory is full. Delete unnecessary formats or graphics from memory.
410	Parity mismatch.
411	Framing error (baud rate mismatch).
412	Flow control mismatch.
413	Online receive queue is full. Check for a flow control problem.
611	Font, bar code, or density in the batch does not exist.
612	The data in this line of the batch is either missing or does not match the format.
613	Reference point off supply.
614	Portion of field off supply or there may be an invalid character in the packet.
703	The printer sensed a calibration of different-sized black marks. Make sure the correct supply is loaded.
704	Printer has not sensed a supply mark within the specified number of inches or out of supplies. Check the supply tracking, supply marks, black mark sensor position, and supply roll for binding. Press CANCEL . Change supply.
750	Printhead is overheated. Turn off the printer.

- 751 Printer did not sense a black mark when expected. For errors 751-753, Check the supply tracking, supply marks, black mark sensor position, and supply roll for binding. Press **CANCEL** and try to continue printing. Change supply.
- 752 Printer sensed a mark in the wrong place.
- 753 Printer sensed a mark that is too long.
- 754 Check for a ribbon jam or remove any slack by turning the take-up reel clockwise.
- 755 Printhead is open. Close the printhead before continuing.
- 756 Load supplies.
- 757 Load supplies (supply length mismatch),, because the calibrated supply length differs by plus or minus .25 inches from the format. Press **FEED**.
- 758 Either the supply is not seen or the on-demand sensor is broken. Check for a label jam, clear the supply path, or reload supplies. This error may occur if you remove a label too quickly in on-demand mode. The printer does not recalibrate after this error.
- 763 Waiting to dispense label. Press **FEED**.
- 765 Printhead failure. Order a new printhead.
- 768 Printhead has more than 10 bad dots or is not connected. Connect the printhead.
- 791 The printer has an error pending. Turn off the printer. Wait 15 seconds and turn it back on. Resend the packets.

SPECIFICATIONS



Printer

Height:	13.5 inches (343mm)
Width:	12.5 inches (317.5mm)
Depth:	18 inches (457mm)
Weight:	55 lb. (25 kg)
Shipping Weight:	60 lb. (27kg)
Power:	115/230 VAC 50/60Hz Auto-ranging power supply
Operating Limits:	40°F to 100°F (4°C to 38°C)
Printhead:	300 dots per inch (11.8 dots/mm)
Printing Method:	Thermal direct or thermal transfer
Supply Types:	Roll-fed, die-cut continuous or fan-fold labels.
Supply Widths:	2.0" (51mm) minimum 6.125" (156mm) maximum
Supply Lengths:	.75" (19mm) minimum 12.0" (304mm) maximum

Ribbon Widths: 2.0" (51mm)
2.5" (64mm)
3.0" (76mm)
3.5" (89mm)
4.0" (102mm)
4.5" (114mm)
5.0" (127mm)
6.0" (152mm)
6.5" (165mm)

Ribbon Storage: Do not leave ribbon in direct sunlight, high temperatures, or high humidity.

Print Speed: 2.0 IPS (51mm), 6.0 IPS (152mm), or 8.0 IPS (203.2mm)

For supplies, service, or assistance call toll free:

1-800-543-6650 (In the U.S.A.)

1-800-263-4650 (In Canada)

www.monarch-marking.com